



Agenda

Rider Experience and Operations Committee Meeting

Thursday, February 1, 2024

1:00 p.m. to 3:00 p.m.

Ruth Fisher Boardroom
Union Station
401 S. Jackson St.
Seattle, WA

Hybrid Meeting – In person and Video/Telephone Conference

To participate in the meeting via video conference:

<https://soundtransit.webex.com/soundtransit/j.php?>

[MTID= m76c053ce910fa37fe290b78048f78be4](https://soundtransit.webex.com/soundtransit/j.php?MTID=m76c053ce910fa37fe290b78048f78be4), if a password is not already entered, enter the following password: Agency.

To participate in the meeting via telephone conference: Call 415-655-0001 or 206-207-1700, then enter access code: 2492 456 0246 and password: 243629

Kristina Walker, Committee Chair, Presiding

1. **Call to order**
2. **Roll call of members**
3. **Report of the Chair**
4. **CEO report**
5. **Public comment**

The committee is accepting public comment on today's agenda items and on topics within the committee's purview in the following formats:

Written public comment: Written comments can be submitted electronically via meetingcomments@soundtransit.org. Written comments received up to one hour before the meeting will be provided to Board members electronically during the meeting, comments received after that deadline will be provided to Board members after the meeting.

In person public comment: Individuals who would like to provide in person public comment must sign up in the Ruth Fisher Boardroom before the meeting begins. The sign-up sheet is available 30 minutes before the scheduled meeting start time.

Virtual public comment: Individuals who would like to provide virtual public comment via phone or computer must sign-up in advance on the virtual sign-up sheet. The virtual sign-up sheet is open from 8:00am until 5 minutes before the scheduled meeting start time.

6. **Business items**

For Committee Final Action

- A. **Minutes:** January 18, 2024, Rider Experience and Operations Committee Meeting

COMMITTEE CHAIR

Kristina Walker
Tacoma Councilmember

VICE CHAIR

Ed Prince
Renton Council President

BOARD MEMBERS

Christine Frizzell
Lynnwood Mayor

Kim Roscoe
Fife Mayor

Dave Upthegrove
King County Council Chair

Peter von Reichbauer
King County Councilmember

INTERIM

CHIEF EXECUTIVE OFFICER

Goran Sparrman

7. **Reports to the Committee**

- REO Metrics Presentation – Operations and Safety
- Passenger Impact Portfolio Plan
- Briefing on parking program expansion engagement and initial recommendations
- Innovation and Passenger Technology team update
- Final review of the 2024 Rider Experience and Operations Committee work plan

8. **Executive Session** (If needed)

9. **Other Business**

10. **Next meeting:**

March 7, 2024

1:00 p.m. to 3:00 p.m.

Ruth Fisher Boardroom and Virtually via WebEx

11. **Adjourn**